Digital Assistant App Design – A User Centered Approach

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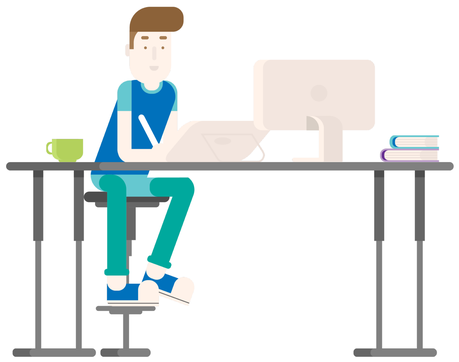
Introduction

Problem Statement

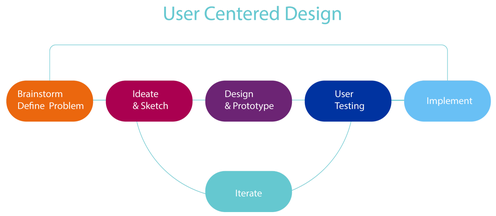
Desktop applications that allow employees to check the information they need are available at our company. However, there is a lack of adaption to a mobile app in order to support the employees, especially when they are on the go.

Design Challenge

The challenge is to create a mobile platform that will assist our students at the digital lab, which will also have the potential to be marketed to other companies located at Research Park at the University of Illinois at Urbana-Champaign. The majority of the employees at Research Park are students who work part-time throughout the academic year, who share similar skills and experiences as the employees at the digital lab.



Design Process



Method

Interviews

We conducted several semi-structured interviews of the student interns at our digital lab, which were the target users, in order to find their concerns relating to the mobile app. We also hope to have the opportunity of extending this to other student interns based in Research Park.

Competitive Analysis

Slack

Google Keep

Asana

Use Cases

• The employees will be able to enqueue the tasks that were assigned to them by their project lead.

• Without the use of a laptop, the interns will be able to check up on absent interns during conferences, in order to get updates about their whereabouts and other information relating to the conference.

• The Site Director will be able to monitor the milestones of specific projects, and gain the latest information relating to the projects to report to the manager.

• New employees are able to find out more information on existing projects, so that they may find a way to assist.

Development

React Native

Our development team uses React Native to implement the design.
React Native makes it possible to build mobile apps using only Javascript, and it uses the same fundamental UI building blocks as regular Android and iOS apps.

Results

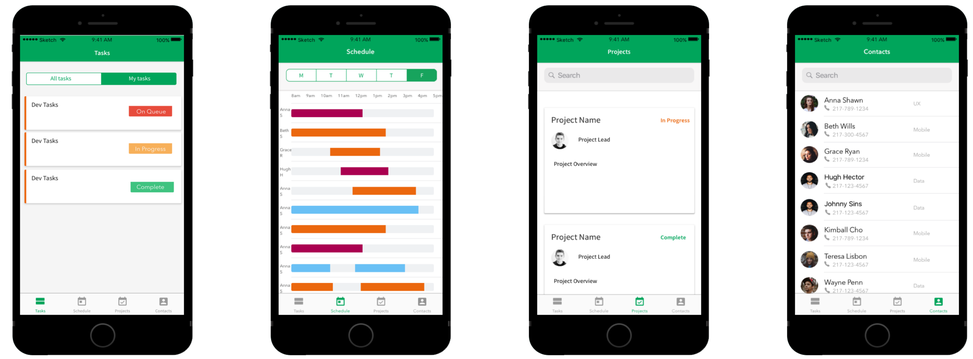
Screens

• The tasks screen allows each employee to check the status of their own tasks, as well as other members' tasks, simply by switching between the tab bar at the top.

• The schedule screen allows the student interns to check their overlapping working hours with other interns, so that they may collaborate with each other. The different roles or teams of the interns (User experience design, Mobile development, Data analysis) are also represented by different colors.

• The projects screen allows employees to view the overview and status of each project, as well as the project lead, who serves as the main contact.

• The contacts screen shows a list of corporate personnel and their phone numbers.



Next Steps

Our next step is to recruit more users on campus and conduct usability tests by letting the participants to think aloud when completing the tasks.

When all participants have finished the study, we will compile the data and provide prioritized recommendations for the development team to meet usability requirements.

Acknowledgments

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